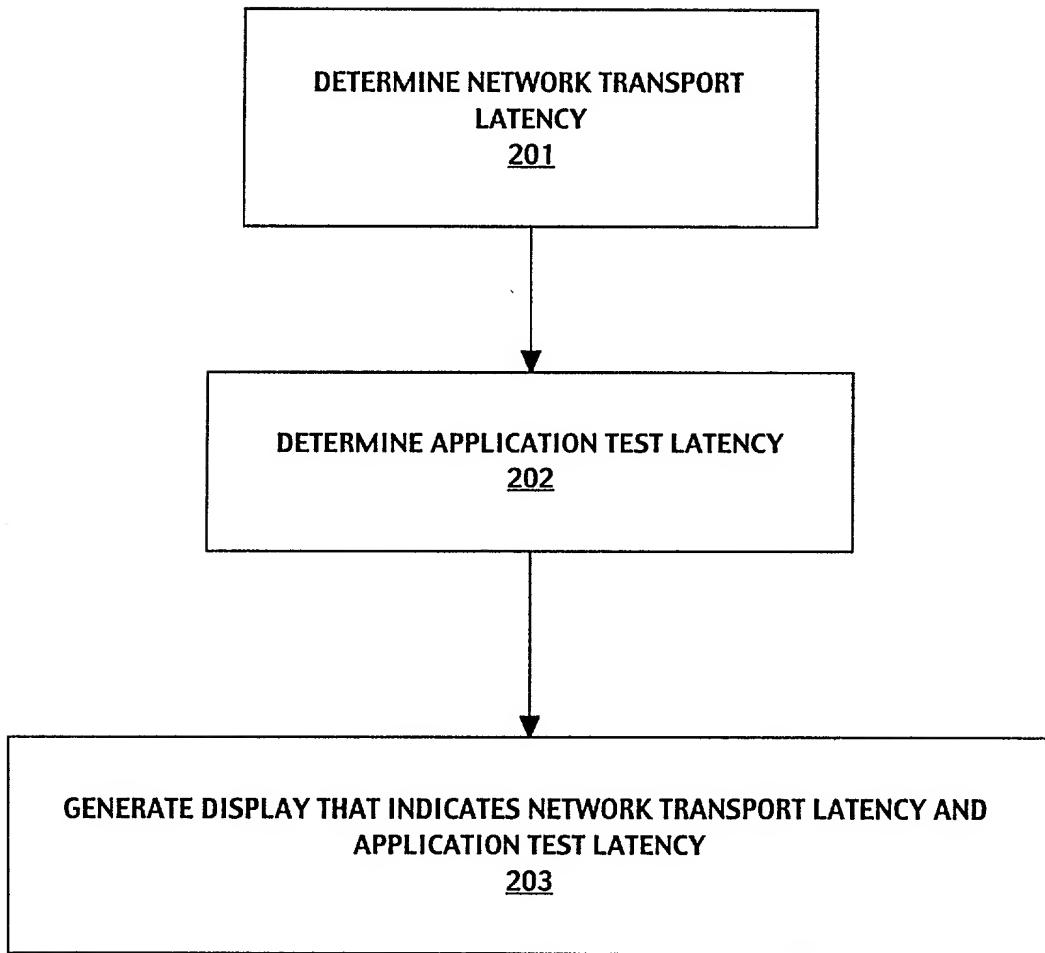
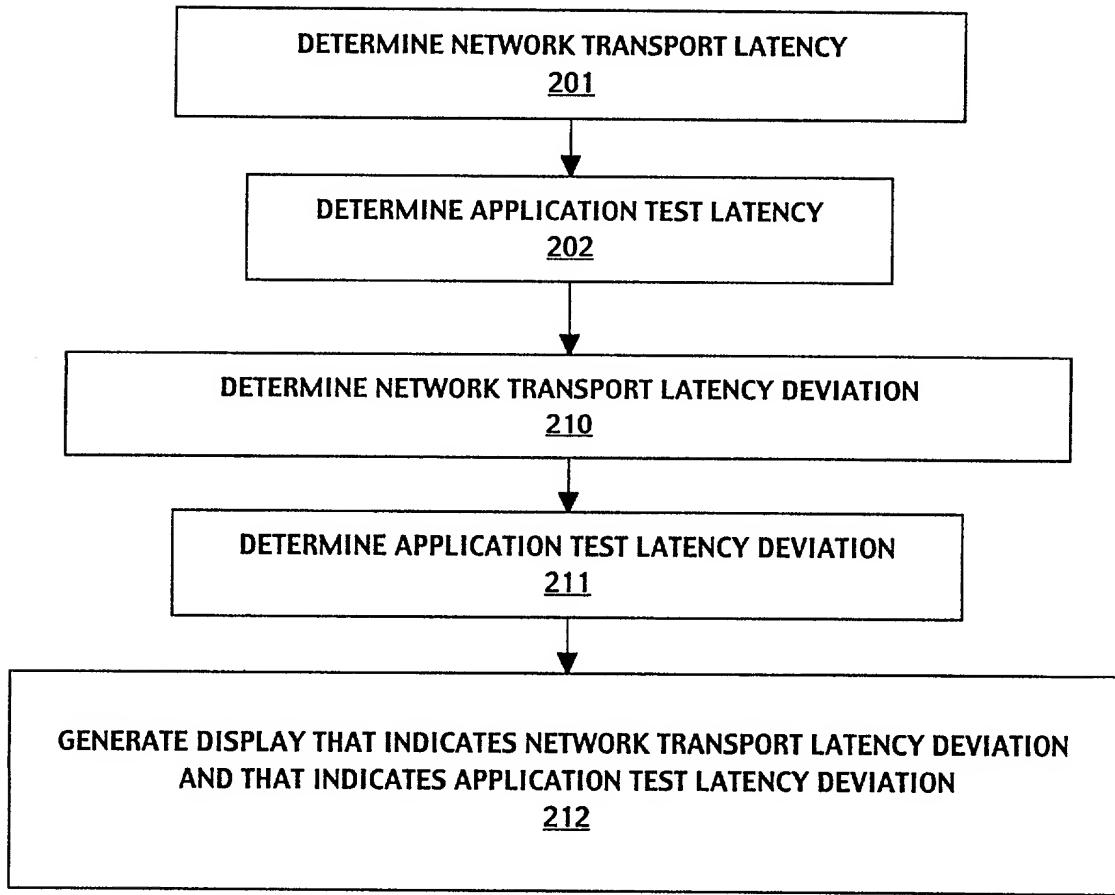


Figure 1



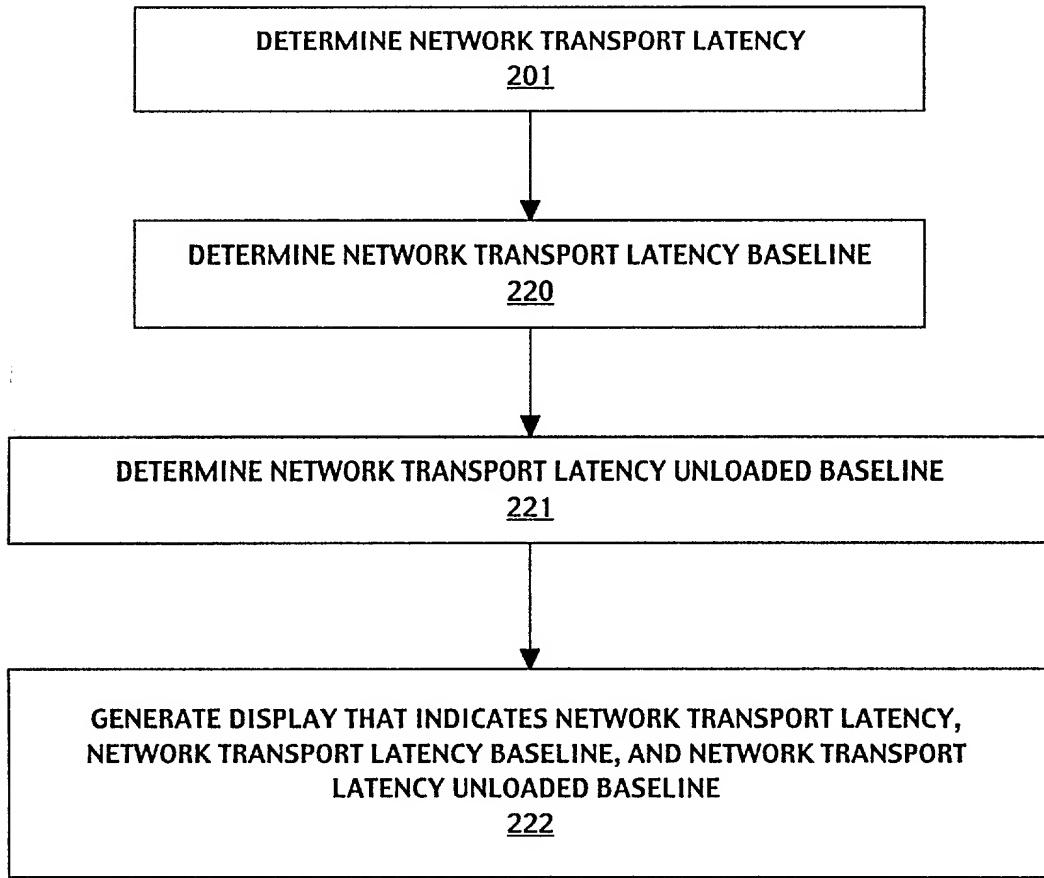
200a

FIG. 2A



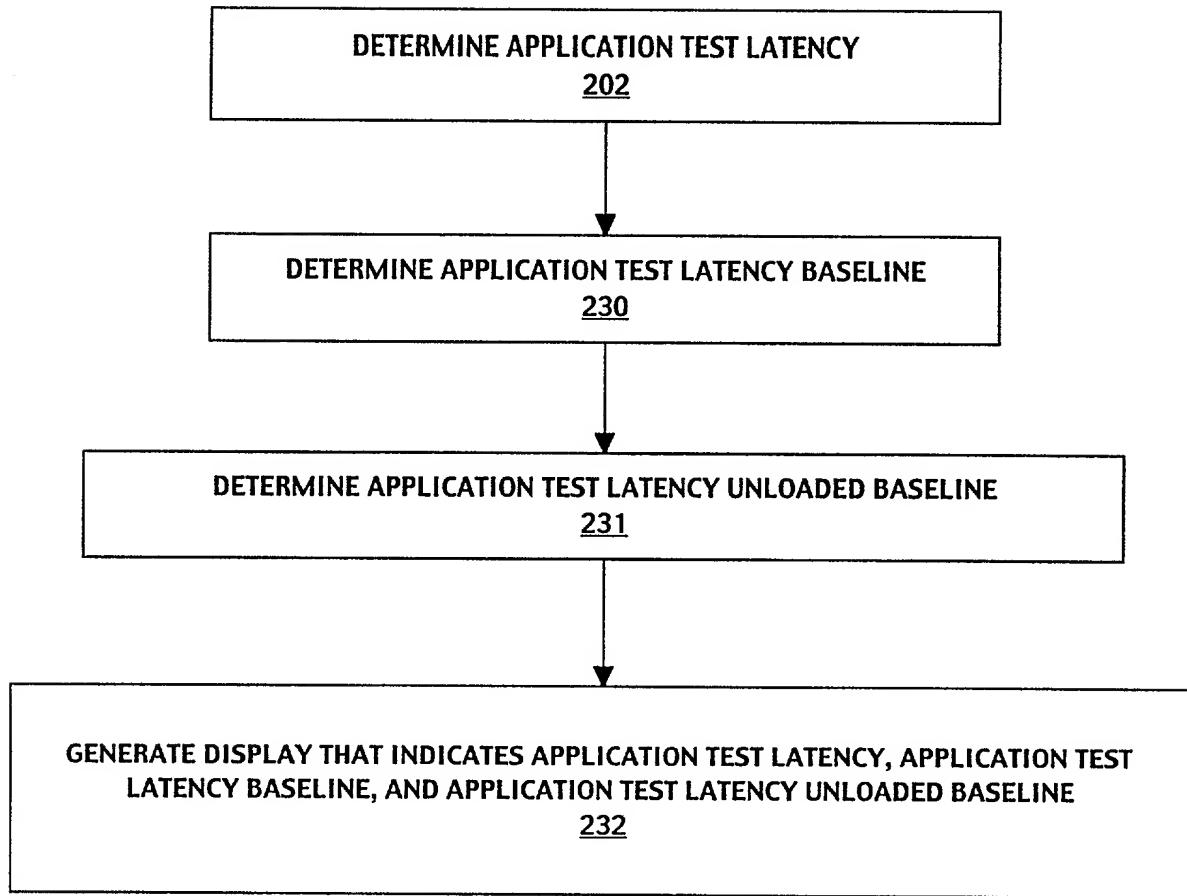
200b

FIG. 2B



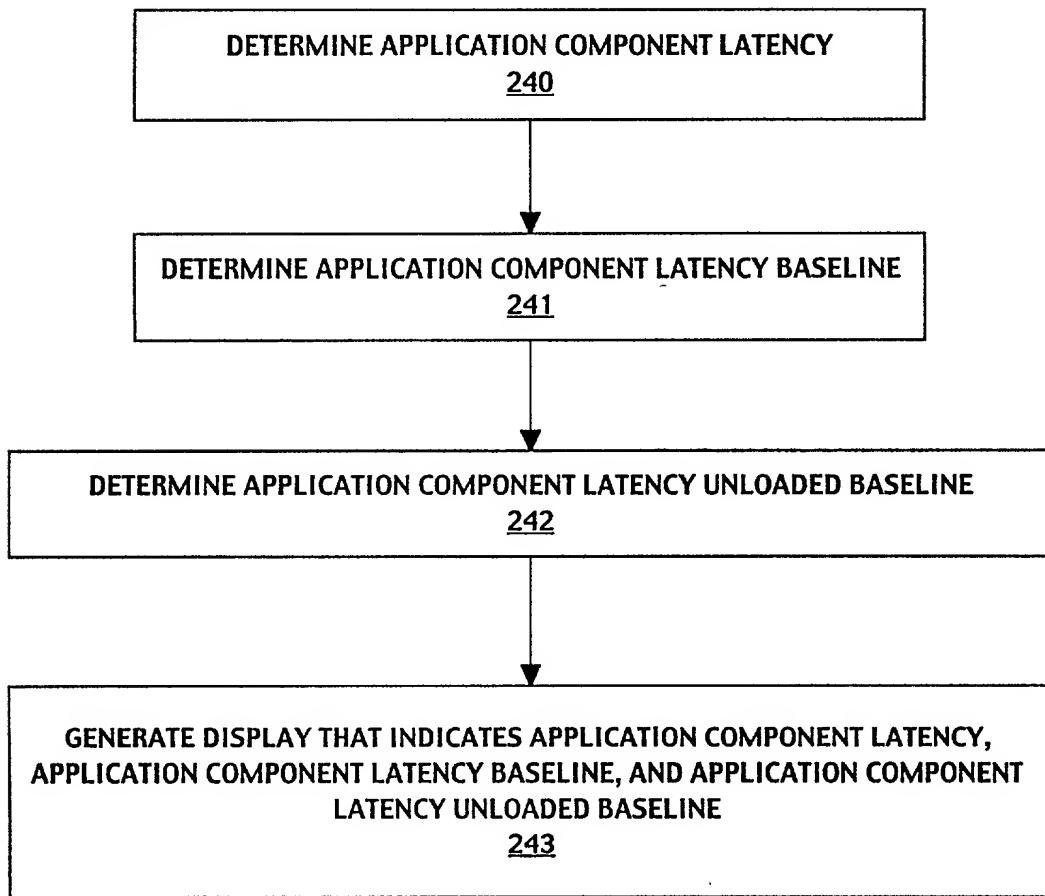
200c

FIG. 2C



200d

FIG. 2D



200e

FIG. 2E

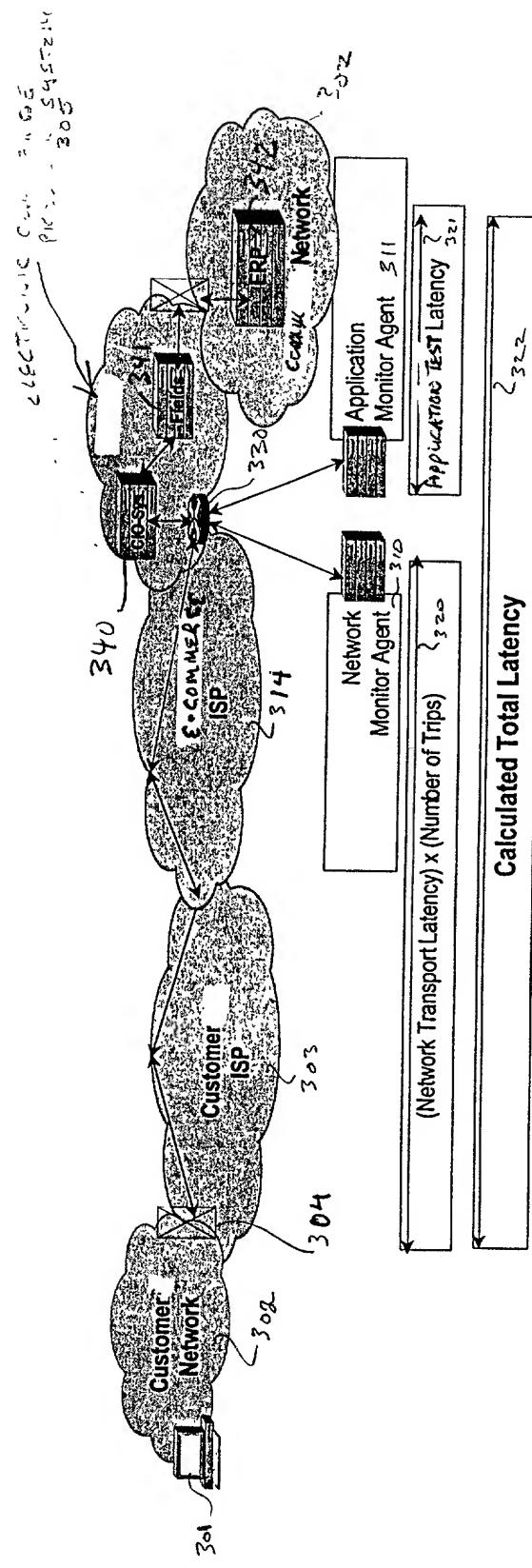


FIG. 3

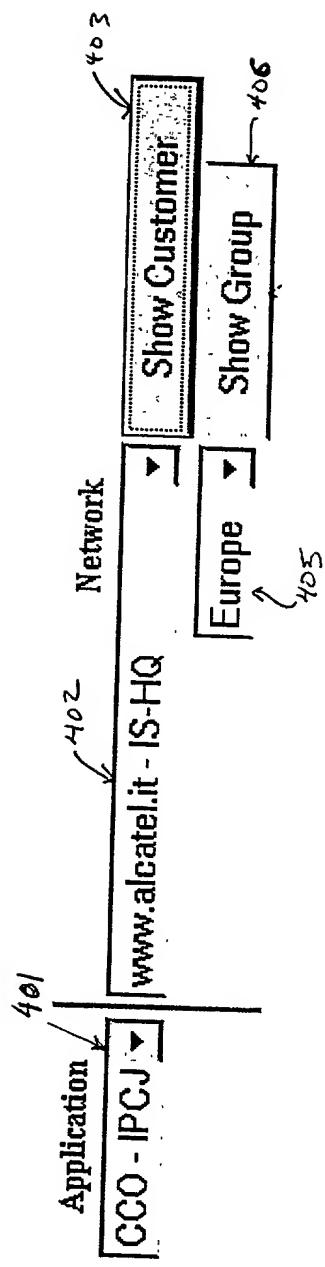


FIG. 4

FIGURE 5

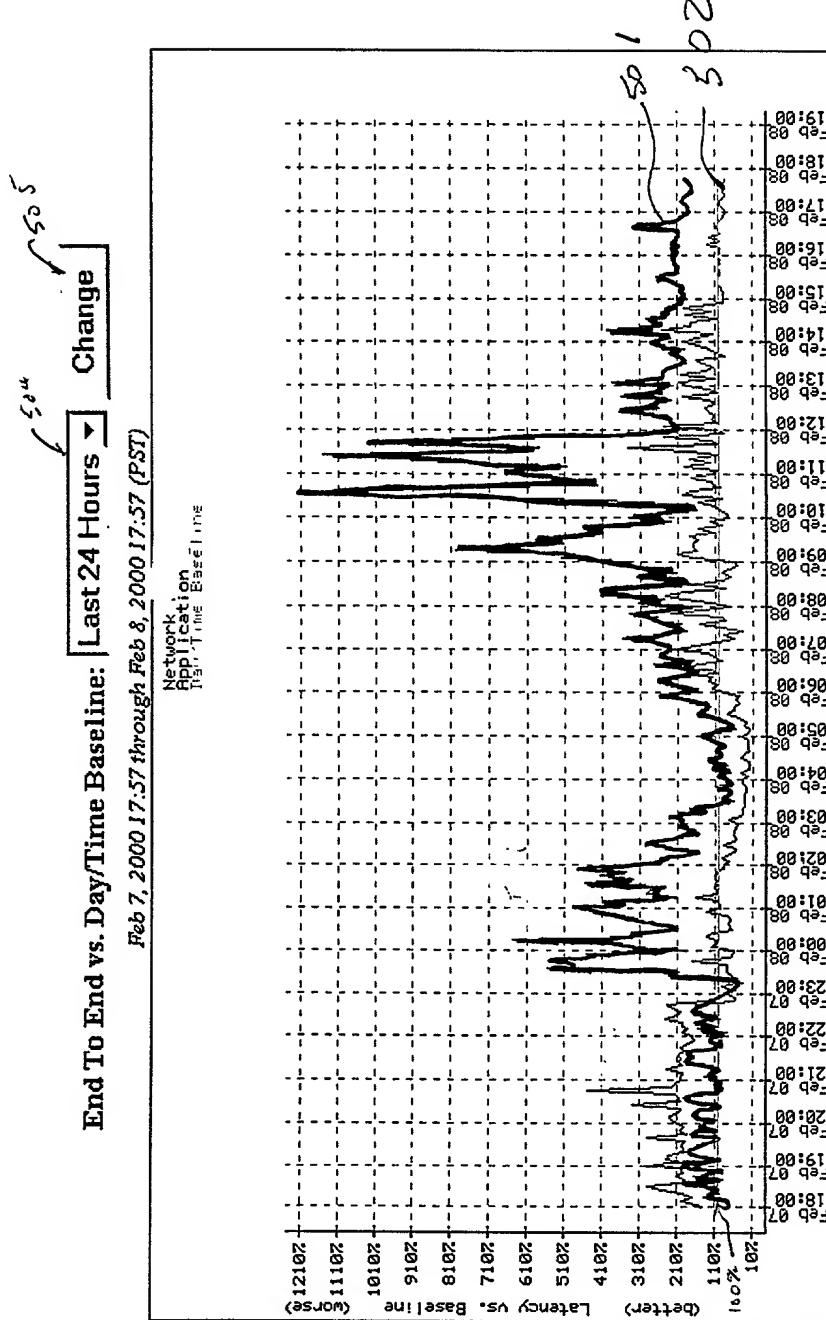


FIG. 5

500

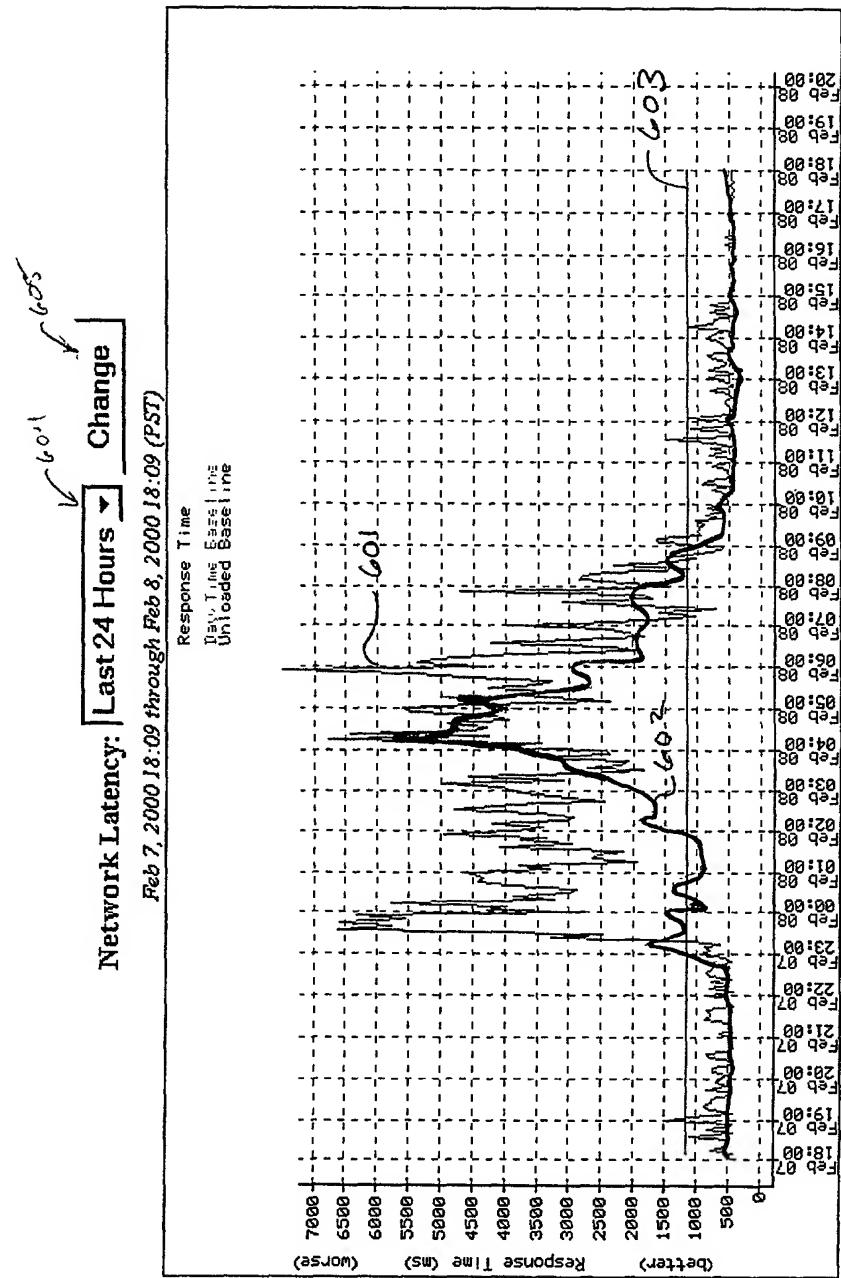


FIG. 6

1001

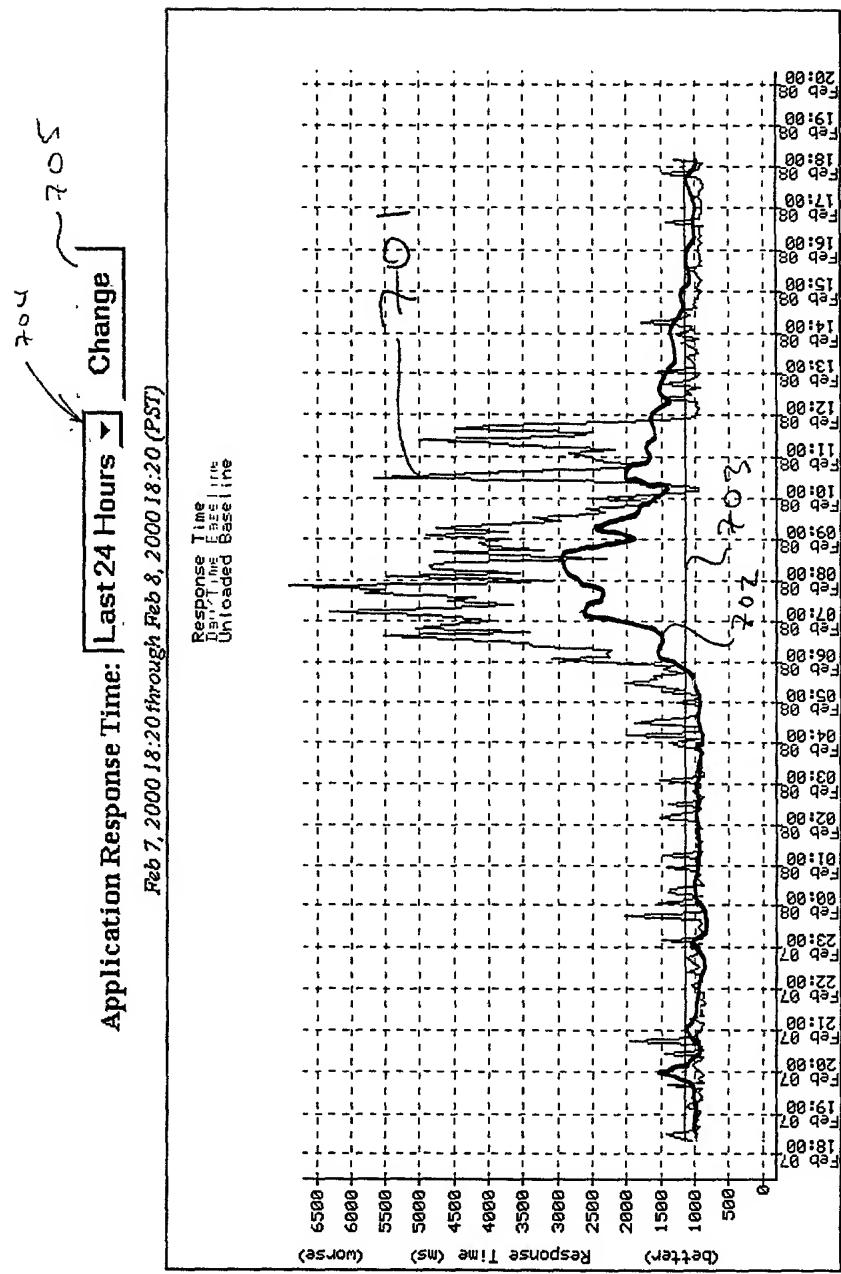
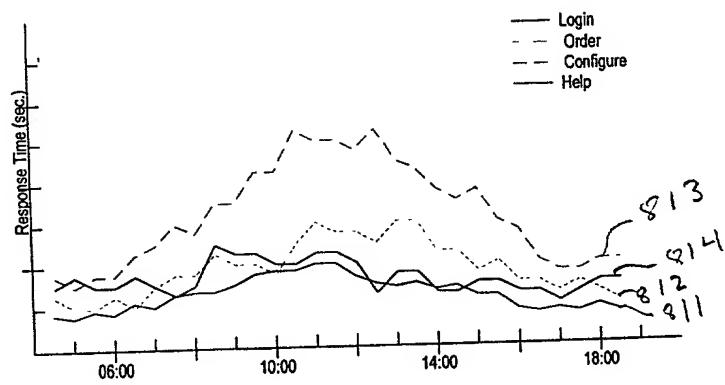


Fig. 7

11

Application Component Response Times: [Last 14 Hours  Changes]

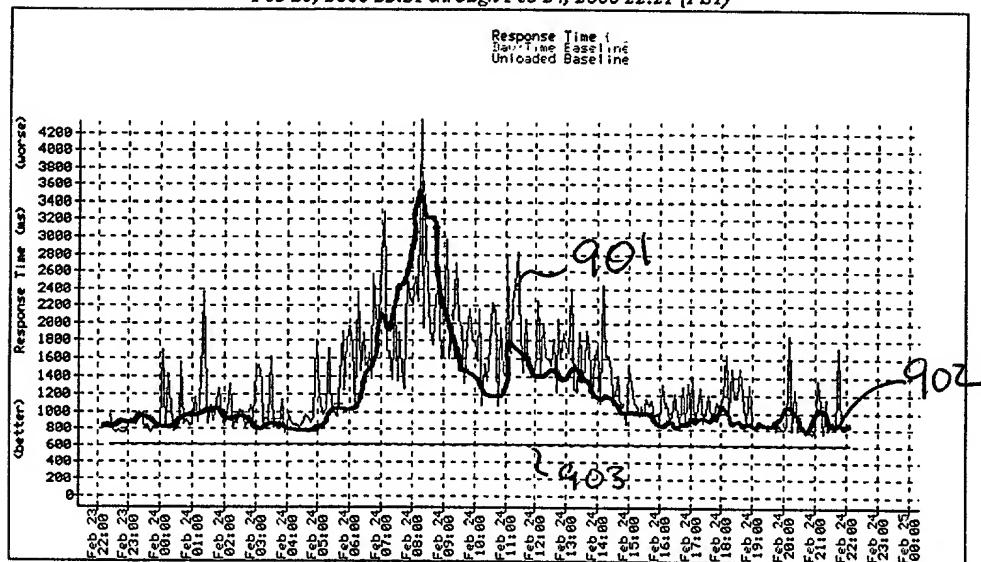


800

F168

Login Application Component vs. Baseline: [Last 24 Hours]  Changes

Feb 23, 2000 22:21 through Feb 24, 2000 22:21 (PST)



F16.9

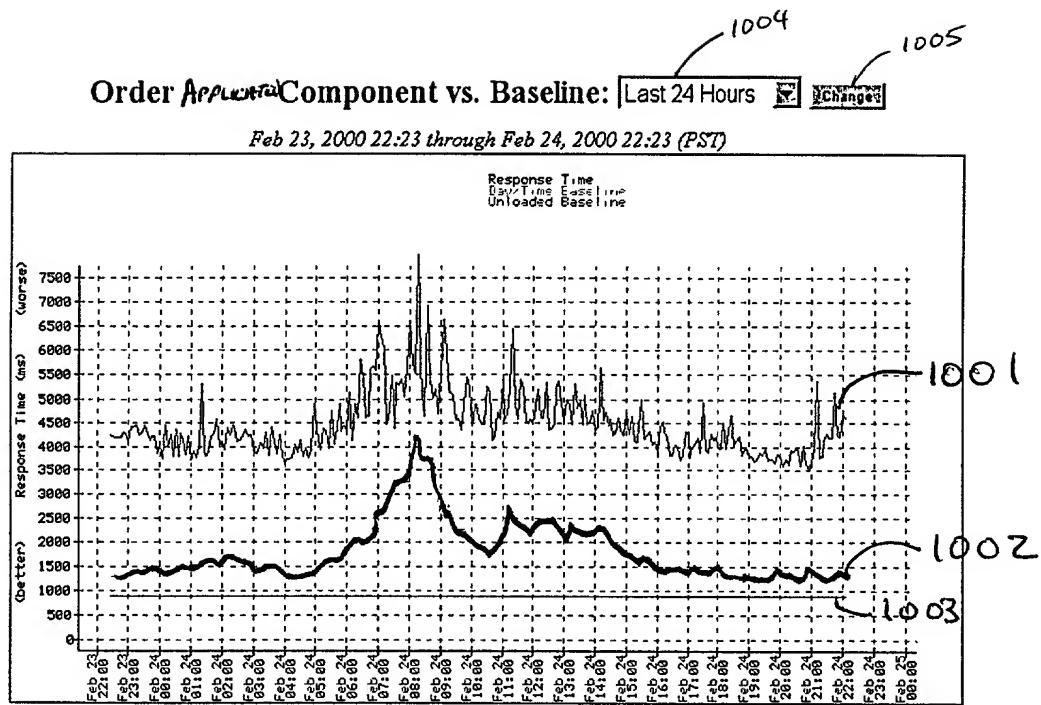
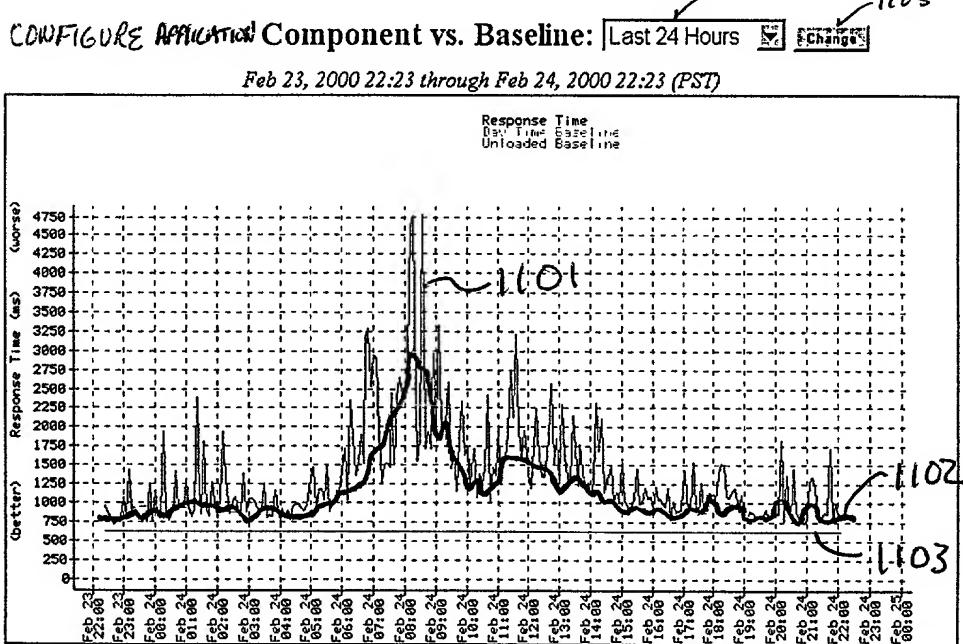


FIG. 10



1100

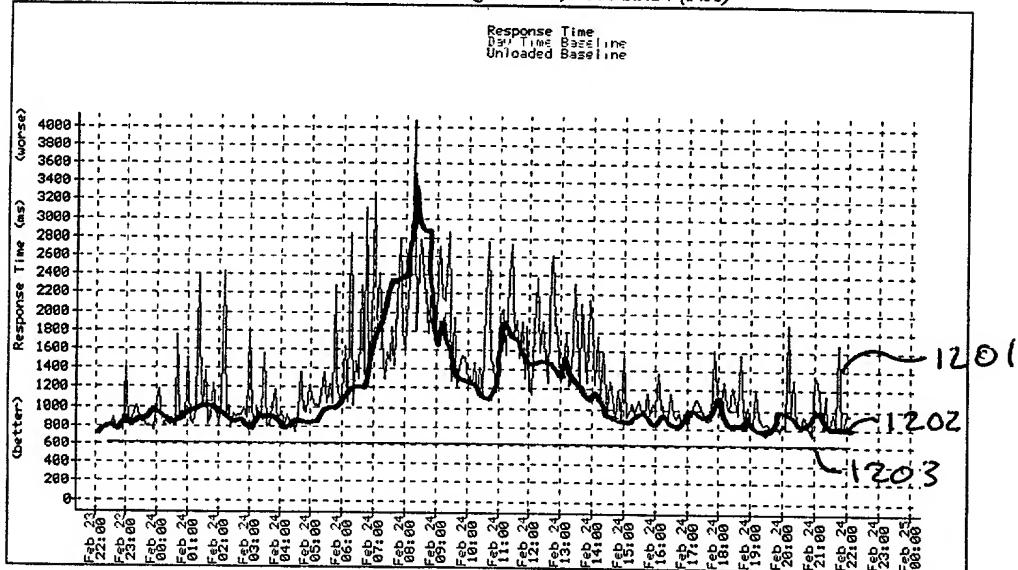
FIG. 11

HELP APPLICATION Component vs. Baseline: Last 24 Hours  

Exchange

.1205

Feb 23, 2000 22:24 through Feb 24, 2000 22:24 (PST)



1200

FIG. 12